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SERIAL NUMBER 10/674,749	FILING OR 371(c) DATE 09/30/2003 RULE	CLASS 718	GROUP ART UNIT 2109	ATTORNEY DOCKET NO. 343355600069	
APPLICANTS Michael G. Carney, Cary, NC; ** CONTINUING DATA ***** ** FOREIGN APPLICATIONS ***** IF REQUIRED, FOREIGN FILING LICENSE GRANTED ** 12/22/2003					
Foreign Priority claimed <input type="checkbox"/> yes <input checked="" type="checkbox"/> no 35 USC 119 (a-d) conditions <input type="checkbox"/> yes <input checked="" type="checkbox"/> no <input type="checkbox"/> Met after met Allowance Verified and Acknowledged: <u>[Signature]</u> <u>M. Z.</u> Examiner's Signature Initials		STATE OR COUNTRY NC	SHEETS DRAWING 23	TOTAL CLAIMS 22	INDEPENDENT CLAIMS 4
ADDRESS John V. Biernacki Jones Day North Point 901 Lakeside Avenue Cleveland, OH44114					
TITLE Computer-implemented system and method for managing service agents					
FILING FEE RECEIVED 1000	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:		<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees (Filing) <input type="checkbox"/> 1.17 Fees (Processing Ext. of time) <input type="checkbox"/> 1.18 Fees (Issue) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit		